

## Track your progress after your assessment using myGov

You and your representatives will be able to do the following through myGov:

- update your personal details
- upload documents
- see letters and how long you may need to wait if you've been approved for a Home Care Package
- see your assessors' and service providers' contact details
- update the details of people you've given permission to see your information
- see information about your assessments, referrals for services and support plan.

Sign in at [my.gov.au](https://my.gov.au) and link to My Aged Care.

You will then have access to your My Aged Care Online Account.

For guidance on setting up your Online Account go to [myagedcare.gov.au/access-your-online-account](https://myagedcare.gov.au/access-your-online-account)

## Receive notifications by SMS or email

SMS and email notifications keep you advised on events in your aged care journey such as when your assessment has been finalised.

In your Online Account under 'your profile', you can tick the box to receive SMS and Email notifications.

Otherwise, just call My Aged Care for help in setting up notifications.

*All information in this publication is correct as at December 2022.*

## For more information

**Website** [myagedcare.gov.au](https://myagedcare.gov.au)

**Phone** **1800 200 422\***

- Weekdays – 8 am to 8 pm
- Saturdays – 10 am to 2 pm
- Closed on Sundays and public holidays

**In person** Book an appointment with an Aged Care Specialist Officer in selected locations by calling **1800 227 475\*** (Monday-Friday, 8am to 5pm). You can also visit any Services Australia service centre for general My Aged Care support.

If you are deaf, deafblind, or hard of hearing, you can contact My Aged Care via **Deaf Connect** - [deafconnect.org.au](https://deafconnect.org.au). They can provide in-person sign language interpreting and Video Remote Interpreting services.

The **National Relay Service** can also assist if you find it hard to hear or speak using a phone. Choose your preferred access option at [communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs) and ask for a relay to 1800 200 422.

### Translating and Interpreting Service

call **131 450**, tell the operator the language you speak and ask them to call 1800 200 422\*.

**If you are a veteran or war widow/er** you may also be eligible for Department of Veterans' Affairs (DVA) services or programs. Ask DVA for more information.

For information **on your aged care rights**, and for support when raising concerns, call the Older Persons Advocacy Network (OPAN) on **1800 700 600\***. These services are free and confidential, and OPAN is independent of providers.

\*1800 calls are free from landlines and most Australian mobile phone providers now offer free calls to 1800 numbers. Check with your mobile phone provider.



Australian Government



myagedcare



# After you've registered with My Aged Care

Freecall: 1800 200 422\*

Website: [myagedcare.gov.au](https://myagedcare.gov.au)

Visit: your dedicated Service Australia service centre

## What happens after you've registered with My Aged Care?

If you are eligible for an assessment you should hear from an assessment organisation within two to six weeks.

If you haven't heard anything in this time, call **My Aged Care** on **1800 200 422\***. Your Welcome Pack letter included a pop out card with your My Aged Care ID. Please have this handy when you call.

Don't worry if you don't have the card with your My Aged Care ID, My Aged Care will still be able to help you.

## What support is available for carers?

If you have someone providing you with regular and ongoing care and help - without being paid - then they are a carer and they can get help and support from the government and other organisations.

**Carer Gateway** provides in-person, phone, and online services and support nationally to help them in their caring role.

- You can call **1800 422 737\***, Monday to Friday, between 8am and 5pm. Select option 1 to speak to your local provider. They will talk with your carer to understand their needs and provide support to assist them in their caring role.
- Visit [carergateway.gov.au](http://carergateway.gov.au) for practical information, advice, resources and online support.

Additionally, if they're caring for you because you're experiencing cognitive decline or have been diagnosed with dementia, the National Dementia Support Program is available to help.

- The National Dementia Support Program, delivered by Dementia Australia, provides a range of in-person, phone-based, and online services including counselling, information, and supports to help them in their caring role.
- Contact the **Dementia Australia** helpline on **1800 100 500\***, 24 hours a day, seven days a week. Further information on Dementia Australia is available online at [dementia.org.au](http://dementia.org.au)

You and your carer can also visit the My Aged Care website for more resources, services and support groups at [myagedcare.gov.au/caring-someone](http://myagedcare.gov.au/caring-someone)

## What happens at the assessment?

With your consent, a trained assessor will come to your home. They will assess your care needs and eligibility for services.

If you are eligible for subsidised aged care, the assessor will work with you to develop a support plan which addresses your care needs, goals and service preferences.

Someone else can be with you as your support person at this assessment visit. If you have a carer, you may wish to consider whether they attend the assessment with you as your support person. You can also ask the assessor about having an Auslan or in-language interpreter.

At your assessment, you should have:

- ID for you and anyone you want to be a representative and talk on your behalf: Medicare card and one other form of ID - such as DVA card, driver's licence, healthcare card, or passport.
- any information you already have about aged care services that you may want to discuss.
- information on any support you receive.

## What happens after the assessment?

After the assessment, you will find out if you are eligible for subsidised aged care services and which type.

Then you need to:

- **choose services:** the 'Find a provider' tool on the website can help you locate and compare services. Your assessor and My Aged Care can also help.
- **find out about costs:** the 'Fee estimator' tool on the website can give you information about costs. You may need a financial assessment.

## Have your say on aged care

We invite older Australians, their families and carers, the aged care workforce and providers to help shape and reform aged care. Register your interest at [agedcareengagement.health.gov.au](http://agedcareengagement.health.gov.au)